



**NOTICE OF VACANCY
May 24, 2016**

POSITION: Customer Service - Office Support

DEPARTMENT: Callahan Center – Council on Aging

SALARY: \$13.00 per hour

HOURS: 12 to 18.5 hours per week

Basic Purpose

Primarily clerical and customer service in nature. Maintain front office reception desk. This position reports to the Customer Service Manager.

Major Responsibilities

- Update MySeniorCenter database with trip attendees, as received by the Trip Coordinator.
- Send thank you letters for all donations as they are received.
- Greet and welcome visitors to the Center with a pleasant demeanor, answer questions and direct them as needed.
- Be familiar on a daily basis with all scheduled events in the building.
- Answer and screen incoming calls for a four-line phone system before transferring the calls and/or directing them to voicemail or taking a message.
- Assist new participants and members of Friends of Callahan with completing forms, using the touch-screen for MySeniorCenter and update the database as needed.
- Register participants for upcoming events, and in the absence of a Tour Desk volunteer, take new participants on tours of the Callahan Center.
- Assist in scheduling appointments for SHINE, podiatry, massage therapy, Reiki, acupuncture, reflexology, tax assistance and dental screenings. Assist with reminder calls for these appointments the day prior to the appointment.
- Assist with proofreading the Callahan Courier each month.
- Contact participants as needed in the event of cancellations or early closing of the Center.
- Maintain a log of all programs being offered and sign up participants while collecting fees, if needed.

Qualifications:

Pleasant and articulate speaking voice in person and on the phone. Ability to maintain composure and pleasant demeanor while multi-tasking with frequent interruptions. Experienced with MS Word and Excel and well versed in data entry. Ability to work with minimal supervision, on a day to day basis and be willing to assist all visitors as needed.

Please visit our website:

<https://ess.framinghamma.gov/MSS/employmentopportunities/default.aspx>

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